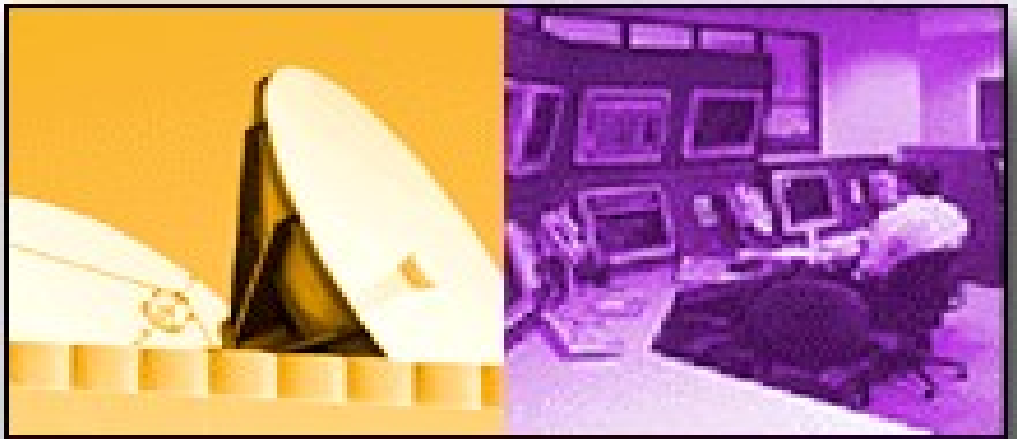
DEFENSE INFORMATION SYSTEMS AGENCY

CSM

Help Desk



Systems Management

Life-Cycle Management

Customer Service Management

Goal

Provide a consistent, reliable, and predictable customer interface in delivering service across all DISA-provided products and services.

Attributes

- Call Center (Help Desk) sup
- Status of enterprise service

CSM Key Principles

- Single Point of Contact
- Systems must be developed with an underlying service concept in mind
- Consistent tools, standards, practices
- Consistent management actions across platforms, networks, and functional areas
- Service is an important component in the way we train, staff, and work
- Information flows to the right place
- Quality Control system to ensure consistency
- Integrated with and complementary to DISA's One Stop Shop for CINC support

What is Success?

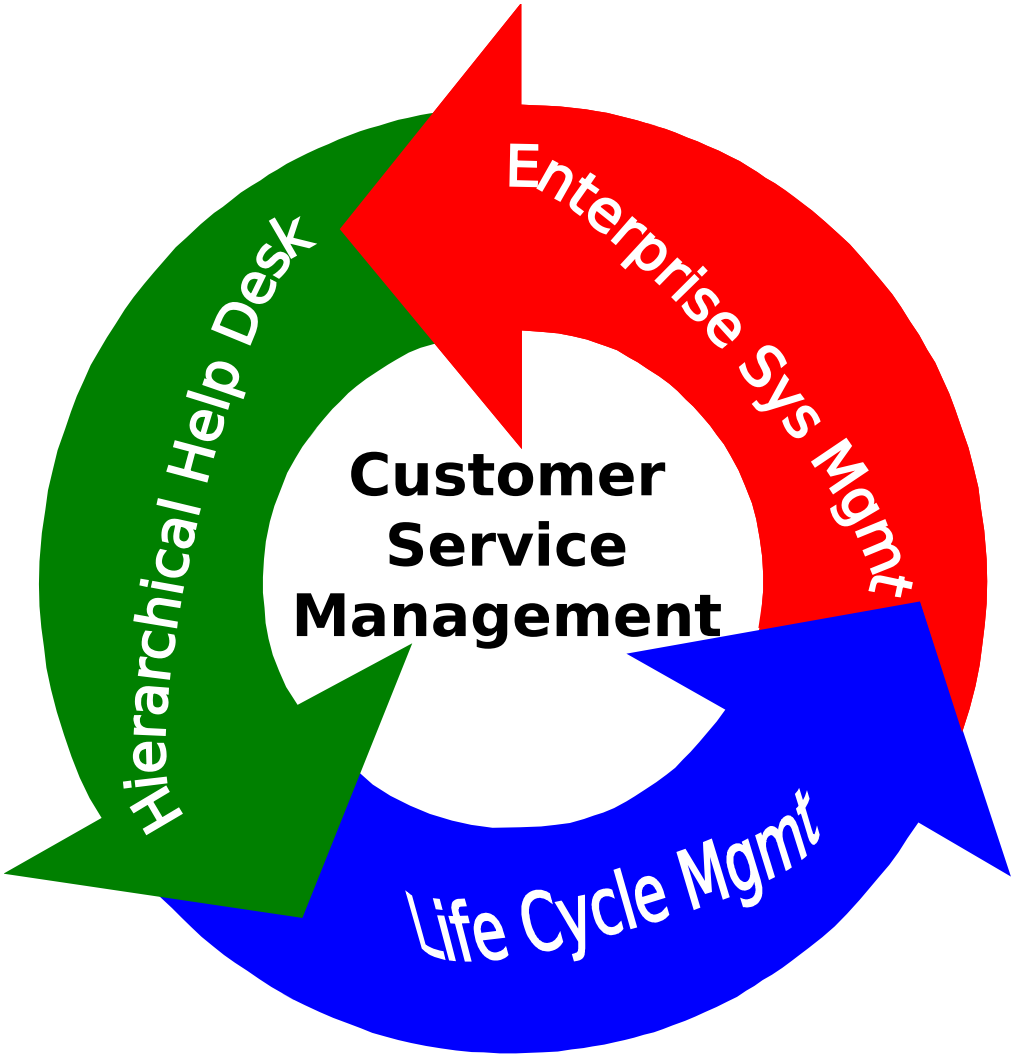
Customer

- Wants an assured information services provider
- Single Face to DISA
- Prompt restoration of lost service
- Receives consistent, timely, and correct answers

DISA

- Sustain seamless end-to-end integrity of information resources
- Unified view of DII components that provides customer impact
- Measurable improvement in services

CSM Components



Help Desk Services -- The Challenge

- DISA Help Desk services are inconsistent and multi-pointed

  Examples: GCCS, GCSS, EC/EDI, DMS, DMC/RSA, RNOSC, GNOSC

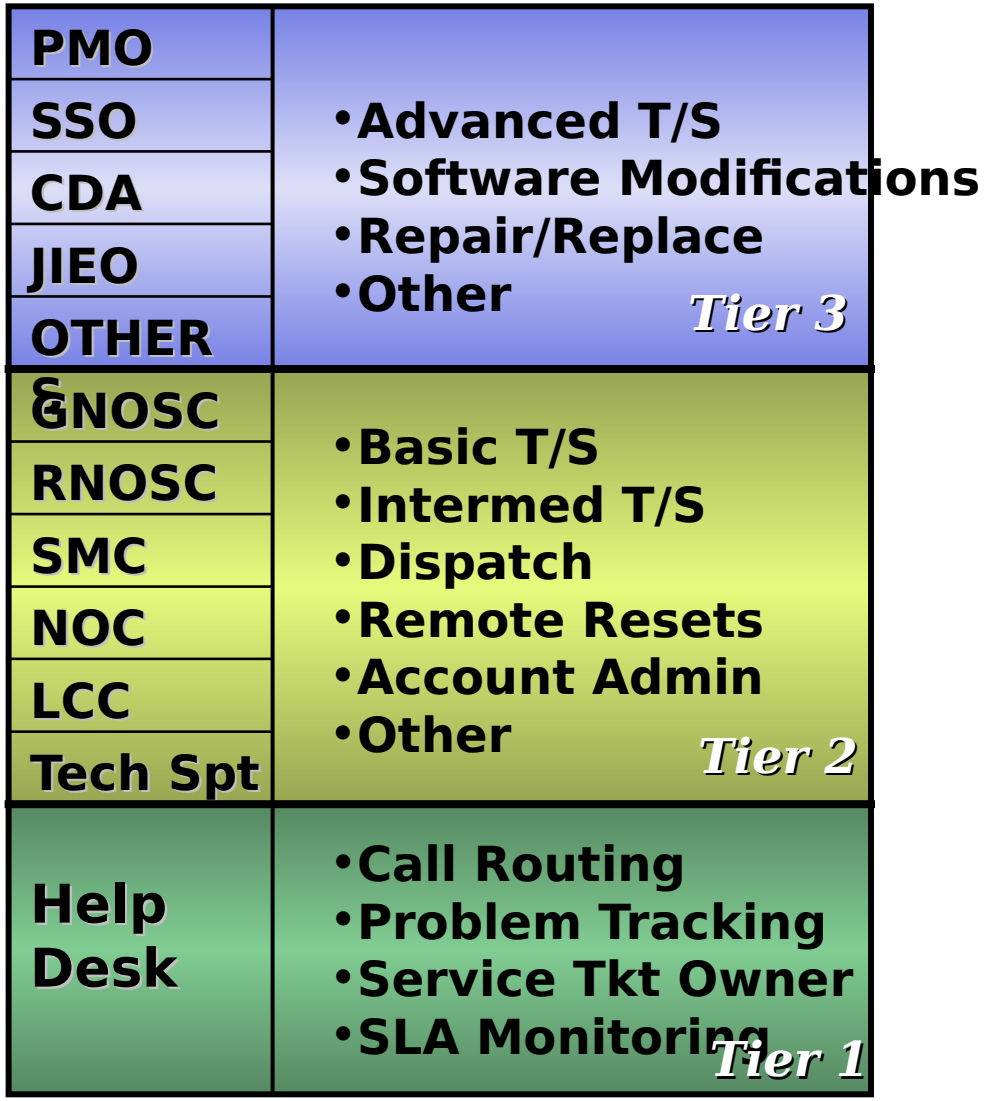
- Help Desks typically are independently structured and managed providing varying levels of service
- Information sharing among Help Desks is lacking

User cannot call one place -- gets confused
-- sees DISA as fragments

Help Desk Improvements -- The Approach

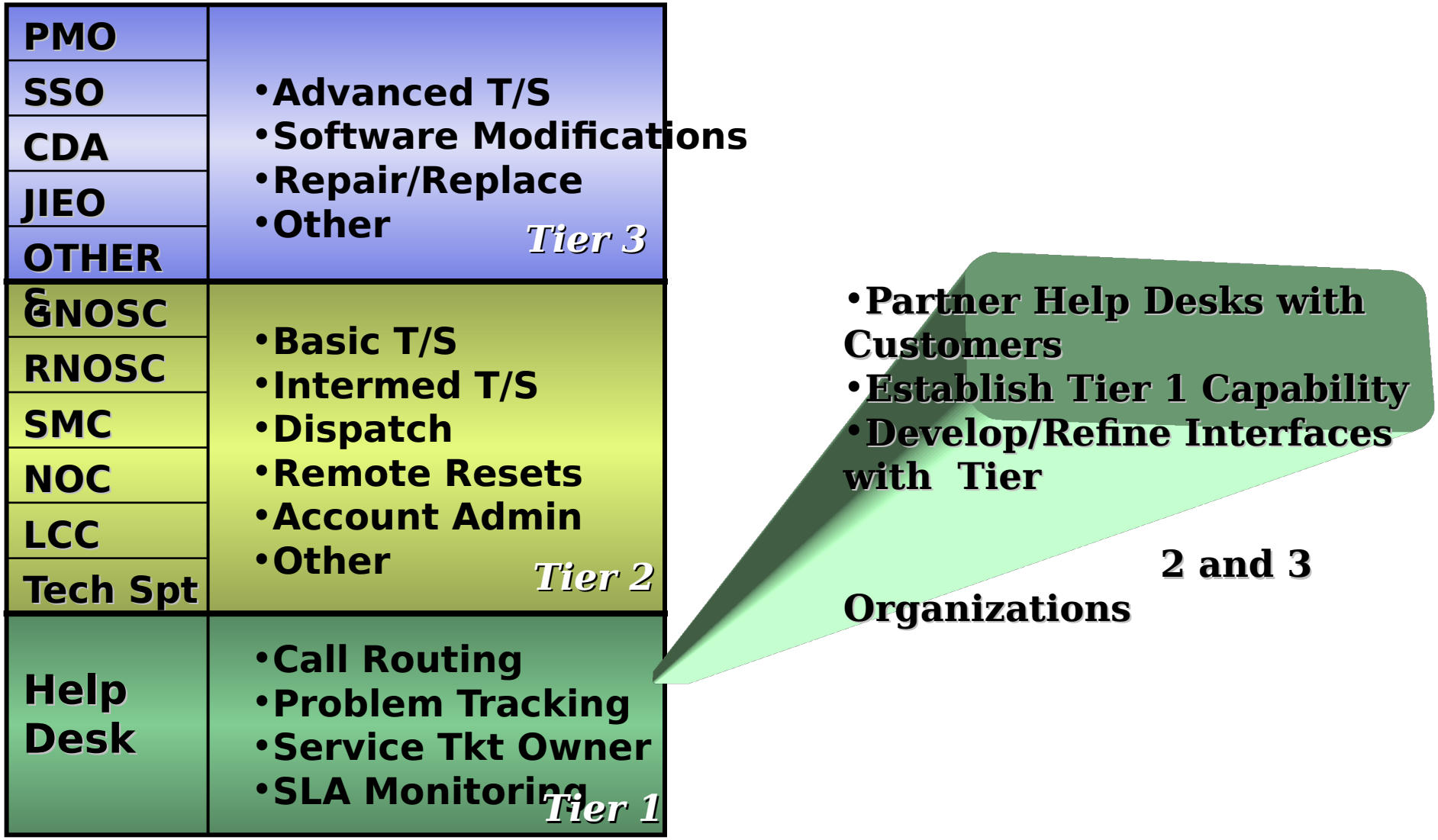
- **Prototype Hierarchical Help Desk with Selected Customers**
  - **DFAS**
  - **EC/EDI**
  - **CINC**
  - **Communications Services**

Help Desk Architecture

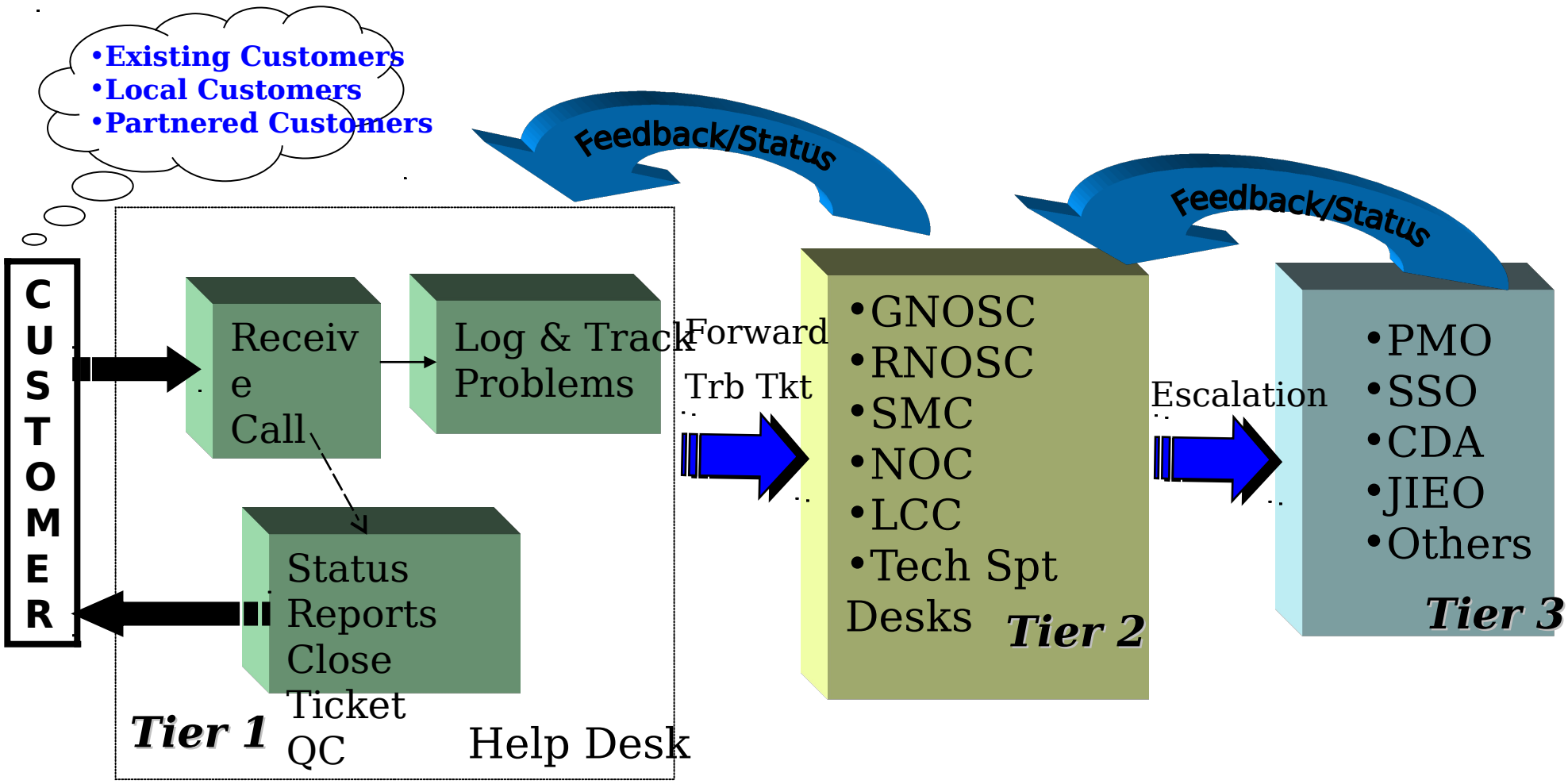


- Capitalize on existing help desk infrastructure
- Tier 1 help desks organized around major customers
- Single POC/phone number for customer problems with any IT resource for which DISA is responsible
- Unified support structure
- Available 24 x 7 x 365
- Desired End State: 90% Call Resolution at first contact
- Evolving/Phased Implementation

Help Desk Focus - Phase I



Phase I Notional CONOPS



External Quality Assurance

- **Conducted by Help Desk QA staff**
- **Customer Survey**
  - **Assess Quality of Service as Perceived by Clients**
  - **Standard Questions**
  - **Random ticket sample**
  - **Monthly Report to Customer**

Internal Quality Assurance

- **Call Monitor**
  - Assess Quality of Service Provided by Analysts
- **Ticket Review**
  - Assess the Accuracy of Information Supplied by Analysts
- **Analyst Review**
  - Communicate results of assessment to analyst

Severity Definitions

PRIORITY/SEVERITY LEVELS	
Priority 1 - Urgent	Major system or network out of service, mission critical system not available or slow to respond
Priority 2 - High	User or group of users out of service (not involving a mission-critical system)
Priority 3 - Routine	User or group of users able to process non-critical applications but at a significant inconvenience
Priority 4 - Low	User can continue to process with reasonable work-around constraints

Service Requirements

	Customer Impact	Service Response Targets	Feedback to Customer
Priority 1	Urgent	15 min. during normal business hrs 30 min. outside normal business hrs	The customer receives telephonic status updates every two hours or as required.
Priority 2	High	30 min. during normal business hrs 1 hr. during after hrs	The customer receives telephonic status updates every two hours for the first day or as required. If resolution exceeds 24 hours, status updates will occur daily for the first week and weekly thereafter until resolution.
Priority 3	Routine	2 hrs during business hrs 4 hrs outside normal business hrs	The customer receives updates every two hours during standard business hours. If resolution exceeds 24 hours, status updates will occur daily for the first week and weekly thereafter until resolution.
Priority 4	Low	Next normal business day	The customer receives updates daily for the first week and weekly thereafter until resolution.

Help Desk Performance Metrics

Category	Performance Goals	Tools	Methodology
Helpdesk Promptness	Calls answered within 4 rings	Sampling.	The Helpdesk Lead and supervisor will contact the Helpdesk on a random basis to ensure promptness in answering user calls
Help Desk Agent Responsiveness	Opens 80% of tickets within 2 minutes	ARS that is configured to collect data on time ticket started to time ticket referred to responsible area	The ARS tracks each ticket and logs time stamps for key events to track responsiveness of key stages in problem resolution process.
Weekly ticket Volume	No goal is required for this metric. The measurement is used for trend analysis.	ARS application that monitors tickets plus manual log of non-service calls.	The ARS counts the number of incidents logged by the CSAs. The sum of these incidents plus non-service calls received is reported each week
Number of Logged Requests per Severity	No goal is required for this metric. The measurement is used for trend analysis.	ARS application that monitors staff queues and records time and length of activity	Total number of incidents are logged into the ARS are summed by severity level
Customer Satisfaction Goals	On a scale of Exceeded, Met, or Not Met. Met is acceptable with Exceeded as the goal	Customer Surveys	Distributed electronically on a sampling basis. Sampling criteria are defined in Survey section.

Sample Metrics Reporting

Service Level Agreement	May	June	July
Avg. Speed to Answer (ASA	**101 seconds**	**90 seconds**	**28 seconds**
Target - 120 sec.			
Call Answer Performance	**75.6%**	**98.9%**	**100.0%**
Target - 95% <= 120 seconds	*447 of 591 calls*	*853 of 862 calls*	*916 of 916 calls*
True Abandon Rate	**6.5%**	**0.5%**	**0.3%**
Target - < 8%	*42 of 653 calls*	*5 of 961calls*	*3 of 1014 calls*
Level 1 Resolution Rate	**67%**	**80%**	**97%**
Target - 75%	*76 of 113 tickets*	*100 of 125 tickets*	*69 of 71 tickets*
Adjusted WAN Availability	**99.99%**	**99.99%**	**99.99%**
Target - 99.7%			
Customer Satisfaction Rati	**83%**	**92.5%**	**100.0%**
85% > 3	*26 of 31 responses*	*25 of27 responses*	*31of 31 responses*

Help Desk Services

DISA Standard

- Single Entry for all DISA IT Service Issues
- Service Ticket Generation & Ownership
- Call Routing
- Problem Tracking
- Resolution/Ticket Closure
- Escalation Management
- Customer Satisfaction Management
- DISA Service Metrics

Custom

- User Account Administration
- Unclassified Password Resets
- Transfer Tickets to Other Service Providers
- Defined Classes of Customers
- Custom System Monitoring
- Custom Metrics Reports

Customer Service Management

Getting the Service into Products so the...

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